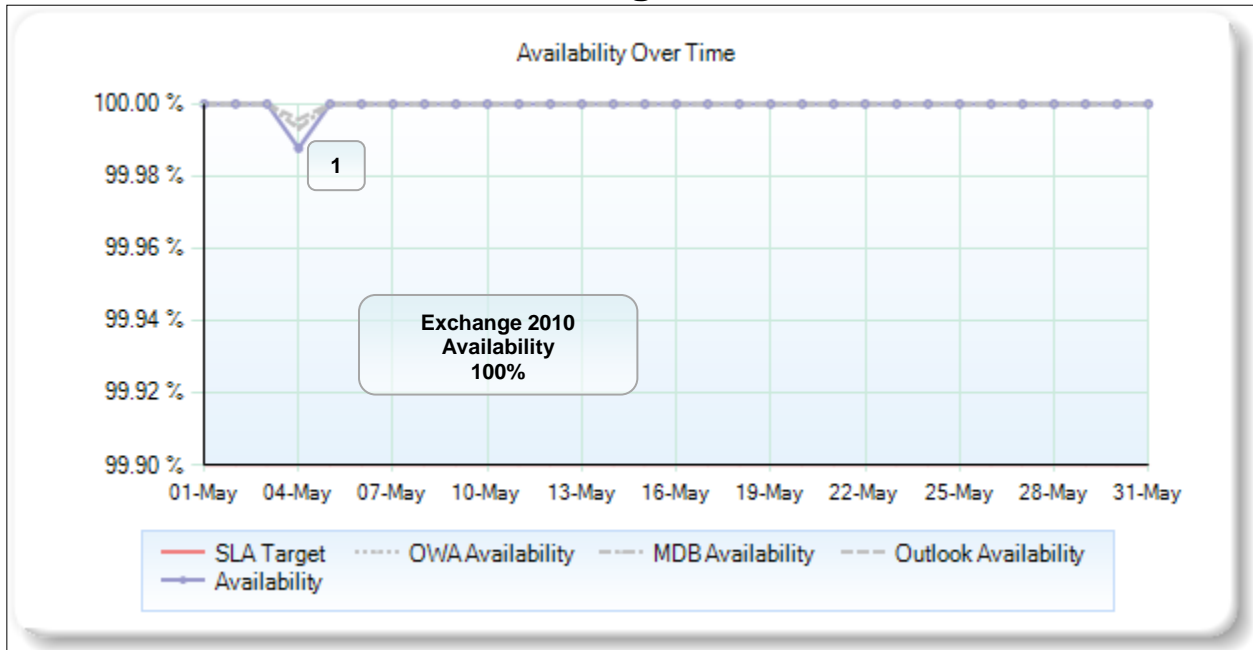




## Service Level Agreement Dashboard May 2014 Availability Exchange 2010



Comments:

### Message Filtering

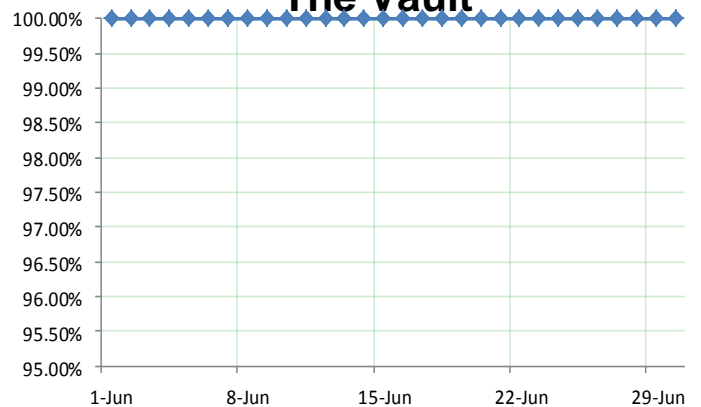
Category	Items
Volume of email traffic	18,870,635
Blocked messages from internet	12,254,299
Viruses detected	870

IronPort Availability  
100%

### Secure Email Service

Secure Email Availability  
99.9%

### The Vault



WaServ Availability  
100%



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## Agency Information

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Board for Volunteer Firefighters and Reserve Officers	8	458	5	3		
Caseload Forecast Council	13	971	11	18		
Commission on African American Affairs	9	1513	9	5		
Commission on Asian Pacific American Affairs	7	1110	10	9		
Commission on Hispanic Affairs	11	1474	10	10		
Commission on Salaries	2	70	4			
Consolidated Technology Services	433	84433	1150		8	
Department of Agriculture	931	75537	1299	1200	2	
Department of Archaeology and Historic Preservation	37	6028	53	226	1	
Department of Commerce	515	61484	490	690	2	2
Department of Corrections	9872	1128801	12451	6825		1
Department of Early Learning	335	50944	512	776	4	
Department of Ecology	2041	673445	3		7	1
Department of Enterprise Services	1690	253908	1581	2698	8	1
Department of Financial Institutions	318	43046	556	1400	6	1
Department of Fish and Wildlife	2023	362863	3042	6725	2	1
Department of Health	2569	274902	2629	1600	5	1
Department of Labor & Industries	3598	372201	5156	3650	1	3
Department of Licensing	3030	209074	2538	847	2	
Department of Natural Resources	1949	607883	10		5	
Department of Revenue	2143	178050	2487	1400	2	2
Department of Retirement Systems	352	46487	370	172		
Department of Services for the Blind	188	22659	113	149	3	
Department of Social and Health Services	21306	3764031	12588	2318	11	2
Department of Veterans Affairs	635	59791	944	226		
Economic and Revenue Forecast Council						
Employment Security Department	2383	274467	4941	3500	3	
Environmental and Land Use Hearings Office	26	3255	18	7		
Fire Commissioner's Association	7	2414	6			
Governor's Office of Indian Affairs	3	683	2	5		
Health Care Authority	1639	361901	1826	1800	4	
Washington Arts Commission	18	7011				



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Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Human Rights Commission	41	4427	55	47		
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	18	1826	26	7	2	
Liquor Control Board	7	6	7		4	
Military Department	574	78379	612	715	1	2
Office of Administrative Hearings	288	36869	326	69		
Office of Civil Legal Aid	6	606	2	3		
Office of Financial Management	853	115344	761	1185	1	
Office of the Insurance Commissioner	350	54735	451	493	2	1
Office of the Attorney General	2210	388249	1649	3900	2	5
Office of the State Treasurer	101	12944	71	71	5	
Others	77	16630	11	2942	36	1
Public Employment Relations Commission	42	17712	4	3		
Puget Sound Partnership	80	15708	114			
Recreation and Conservation Funding Board	106	16497	90	249	2	1
State Board of Accountancy	17	4332	5	5		
State Investment Board	116	25372	119	340		3
Traffic Safety Commission	42	6072	27	25		
Transportation Improvement Board	13	1953	12	10		1
Utilities and Transportation Commission	329	54856	234	50	1	
Washington State Gambling Commission	205	40957	35			
Washington State Lottery	193	8147	241	60	1	
Washington State School Directors	38	5376	51	45	1	
Washington Student Achievement Council	198	78845	2		2	
Washington State Institute for Public Policy	21	1764	23	15		
Washington State Parks	630	84065			1	
Total	64646	10002565	59742	46493	137	29

Customer Responsiveness	Stats	Normalized Stats*
Tickets created in a month	166	
Average time for initial response	305	140
Number of tickets closed within 24 hours	82	
Percentage of tickets closed within 24 hours	49%	
<b>Continuous Improvement</b>		
Number of Requests	2	
Number of Approved Requests	2	
Number of Completed Requests	1	

\*INFRA ticket anomalies removed to reflect more accurate average